



PROBATION AND PAROLE BUREAU STANDARD OPERATING PROCEDURES

Procedure No.: P & P 190-1	Subject: TRAINING STANDARDS, REQUIREMENTS, METHODS and RECORDS
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	Revision Dates: 09/24/01; 06/17/02; 04/22/08
Signature: /s/ Ron Alsbury	Effective Date: 06/01/00

I. BUREAU DIRECTIVE: Probation and Parole Bureau staff shall receive appropriate training in order to successfully perform their duties and responsibilities in the workplace. The Department and Bureau will ensure that accurate documentation is maintained on all training that is successfully completed by employees.

II. AUTHORITY:

53-1-203, MCA. Powers and Duties of the Department of Corrections
DOC 1.1.1 Purpose, Mission and Management Philosophy
DOC 1.4.3 Training Standards, Requirements, Methods and Records

III. DEFINITIONS:

Training includes formal classroom instruction; on-the-job training under the direction of an appointed employee; training meetings or conferences that include a formal agenda and instruction by a teacher, supervisor, or official; policy manual training; physical training, etc. Training programs will include requirements for completion, attendance recording, and a system for recognizing completions.

Informal Training includes independent study such as completion of assigned or approved reading material, and audio/video tapes. Independent study must have prior approval of the supervisor and be documented by the supervisor prior to entry into the training record.

Basic Training means Montana Law Enforcement Academy (MLEA) POST Certified Basic Training.

FTO Program means Field Training provided by the Field Training Officers via the coordination of the Community Corrections Division Training Coordinator.

Emergency –means training provided to educate staff as to their roles and responsibilities in preventing, responding to, and resolving emergencies.

In-Service – means training for all staff to develop or maintain minimum competencies in necessary job skills and information areas.

Orientation – means training conducted prior to assuming position duties, including In-Service.

Site-Specific Facility/Program Training - means training related to issues such as policies, on-the-job training, procedural guidelines, post orders, etc.

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Special Training – means additional training available through educational programs, workshops, etc.

Direct Supervision Staff means staff that provide direct supervision to the offenders in a facility or program.

Support Staff means staff that provide support services that do not typically include direct offender supervision.

Part-time and Contracted Staff, Interns, and Volunteers, means staff that, for the purposes of this procedure, are assigned less than 40 hours per week, or are contracted by the Department to provide a service.

Probation/Parole Officers means staff that supervise adult offenders on probation and/or parole status, and/or adult inmate status. Probation/Parole Officers include Intensive Supervision Program Officers and Institutional Probation and Parole Officers.

Standing Training Committee means a committee that formulates annual training plans and strategies for the Department. The committee consists of a representative from each Department program/facility and the DOC Training Unit Staff.

FTO means a regional probation & parole officer that is selected and assigned to be the field-training officer for new Probation and Parole Officers. The Field Training Officer is assigned to mentor, train and instruct new Probation and Parole Officers.

IV. PROCEDURES:

A. Training Categories

1. Basic - Montana Law Enforcement Academy (MLEA) POST Certified basic training
2. Bureau - Training related to Bureau issues such as policies or procedures, on-the-job training, procedural guidelines, etc.
3. In-Service
4. Emergency
5. Orientation
6. Special

B. Staff Categories

1. Administrative Support Staff
2. Part-time and Contracted Staff, Interns, and Volunteers
3. Supervisors, Administrative, and Managerial Staff
4. Probation/Parole Officers/IPPO's/Intensive Supervision Officers/PO Techs

Training provided to staff may include classroom instruction and other recognized educational strategies. Credit may be given for verified prior training if approved by the Training Unit. The training programs will include established goals, objectives, and requirements for course completion. Employees will receive training consistent with the needs of their respective job classification and pertinent to their work. Where applicable, training programs will ensure that employees understand the importance of maintaining an awareness of victims in the course of

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doing their duties. The Bureau encourages employees to attend training that will enhance upward mobility and career progression.

C. Training Methods

The Probation & Parole Bureau Management Team and Standing Training Committee members are responsible to plan and coordinate all training programs to conform with Department of Corrections policy and Bureau Standard Operating Procedures. The following training modalities may be utilized:

- Department training packages and programs
- Instructors and speakers from within the Bureau
- Subject matter specialists and outside resources (i.e. public safety officers, colleges, universities, and federal/state/local agencies)
- Audio-visual and interactive computer-generated programs
- Centralized staff training facilities
- Training programs offered by, or with, other agencies.
- Distance Learning such as Met Net.

D. Mandatory Training Curricula

The Probation and Parole Bureau Chief or designee, and/or the Standing Training Committee members, and the Training Unit will determine training curricula. Mandatory training curricula, at a minimum, should cover the following:

- Supervision Strategies and Compliance Monitoring
- Security procedures
- Risk and Needs classification
- Supervision of offenders, including suicide precautions and signs of suicide risk
- Use of force (regulations and tactics)
- Evidence handling and chain of custody
- Report writing
- Policies and procedures
- Rights and responsibilities of offenders
- Fire, safety, and emergency procedures
- Firearms training (All officer will be required to attend this training whether they choose to carry a firearm or not.)
- Interpersonal relations
- Signs and symptoms of mental illness
- Social/cultural lifestyles of the offender population with which they will be working
- Communication skills
- First aid, CPR, recognizing the need for emergency care/medical care, procedures for appropriate referrals
- Use of chemical agents
- Blood/air borne pathogens and HIV-related information
- Hostage policy
- Emergency preparedness

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- Victim's issues and programs.
- ACIS/Profiles
- Personnel policy
- Sexual Harassment
- Ethics

E. Minimum Criteria

The Probation and Parole Bureau Chief, designee, and/or Training Unit will coordinate training.

Mandatory training criteria for the following categories are:

1. Support Staff

- Support Staff with Offender Contact - will receive Orientation Training and 40 hours of Site Specific Facility/Program Training.
- In-Service - 40 hours of In-Service Training should be provided annually to all support staff.

2. Part-time and Contracted Staff, Interns, and Volunteers

Orientation Training for part-time and contracted staff, interns, and volunteers will be appropriate to their needs based upon prior experience, frequency of contact with offenders or other service recipients, and program responsibility, and should include, at a minimum, instruction in the following areas:

- Mission and philosophy
- Ethical conduct
- Specialty training similar to that available for full-time employees as outlined in this procedure, but tailored to a reasonable expectation of goal accomplishment
- DOC hostage policy
- Victim's issues and programs.
- The intern's supervisor shall use the FTO orientation and training curriculum when this program is developed for the bureau.

3. Supervisors, Administrative, and Managerial Staff should receive corrections specific basic supervisory training within their first year of supervisory duty. Annually thereafter supervisors, administrative and managerial staff should receive training specific to the following areas:

- Policies and procedures, general management and related subjects
- Labor law
- Employee/management relations
- Contemporary criminal justice issues
- Public relations
- Emergency procedures
- Leadership skills.
- NIC leadership training

This training will be over and above basic training requirements.

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4. **Probation/Parole Officers/IPPO's/Intensive Supervision Officers/PO Techs**

- a. Basic - MLEA Parole Officer Basic Training prior to or within one year of assignment to a position. (160 hours)
- b. In-service - Probation/Parole Officers must complete 40 hours of standard in-service training annually, of which 16 hours must be position specific.
- c. Firearm Training and Officer Safety Training
- d. FTO – Orientation and Introduction up to 80 hours (Probation & Parole Officers Only)

5. **Computer Training**

Staff who are assigned or required to use a computer, and cannot demonstrate basic computer literacy relative to the computer hardware and software in their work areas, must receive familiarization training offered or scheduled by the Department at the earliest opportunity.

Additional and/or advanced training may be required based on job requirements. This training may be by video, self-paced instruction using books, computer-based training, and/or classroom instruction.

F. Performance Management Training Plan

New officers will be placed in a 12-month probationary period. During this 12-month period the new officer will:

1. Receive an orientation to the Department, the Division and the Bureau to include the Bureau Standard Operating Procedures and Department Personnel Policies.
2. Receive training in PROFILES, firearms and safety and will successfully pass the Montana Law Enforcement Academy Basic Parole and Probation Officer course.

Officers who do not complete the above training through no fault of the Department/Bureau or without extenuating circumstances may be terminated.

During the second year, the officer will receive 40 hours of training that may contain training courses from the following:

- Professionalism and Ethics
- Interviewing and interrogation skills
- Criminal Thinking Errors and/or Cognitive Principles and Restructuring
- Supervision Strategies
- Sex Offender training
- Leadership and Influence Courses
- Writing Skills

Appropriate training agreed to by the supervisor and the officer to correct any noted deficiencies in performance or that is necessary for successful performance by the officer.

G. Training Records

Staff training records will be kept by the Training Unit in a secure file cabinet and/or on a computerized data base system using an appropriate accountability system. An individual

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training record will be established for each employee, which includes the following minimum information:

- Employee's name
- Assignment category (i.e., correctional officer, drill instructor, support staff, part-time and contracted staff, interns and volunteers, supervisors, administrators, managerial and probation/parole officers)
- Entry of duty date
- Number of annual training hours required
- An up-to-date, chronological list of training successfully completed by the employee.

All training completed by Bureau staff will be reported to the Training Unit for filing and entry into the data base system. Submitted records will include the following:

- name of staff member attending
- number of hours of training
- name of trainer conducting training
- lesson plan outline/workshop agenda (if applicable).

The Training Unit shall update training records at least monthly. Employees may review their training record at any time. Access to training records by other individuals shall be limited to staff who have a legitimate "need to access" another employee's training records.

PROCEDURE:

1. The *Training Request Form* is completed and submitted to Supervisor. (Training Brochure or copy of requested training must be attached). If this training is out-of-state, make sure that the appropriate sections including the justification section of the above referenced form are completed. Out of State travel needs approval from Director, unless it is paid by supervision fees. In these cases, out-of-state travel must be approved by the Community Corrections Division Administrator.
2. Training request is reviewed, approved/ disapproved based upon training relevancy, need for training and budget status. If approved, form is forwarded to the Bureau Chief.
3. Training request is reviewed and approved/disapproved based upon training relevancy and budget status.
4. Training request is routed to the Training Unit Manager/Designee.

RESPONSIBILITY:

Employee Requesting Training

Regional Administrator/POII

Bureau Chief or Designee
CCD training Officer

CCD Training Officer

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| 5. Notifies the employee of approval/disapproval and routes original request to the Fiscal Bureau, if approved. A copy of training request is sent to employee reflecting approval/disapproval of the training. | Training Unit Manager/
Designee |
| 6. Makes registration and payment arrangements. (The employee may register themselves and make payment, if verbal approval has been received.) | Fiscal Bureau Staff |
| 7. Responsible for travel and accommodation arrangements. If travel advance is needed, must fill out the appropriate section of the <i>Training Request Form</i> at least 10 days prior to travel date. | Employee requesting training. |
| 8. Responsible to send <u>certificate or verification of completion</u> to their supervisor and the Training Unit Manager. | Employee requesting training. |
| 9. Maintains training records. Records include name of staff person, date of training, number of hours and type of training. Records will be maintained for a fiscal year from July through June of each year. | Training Unit |
| 10. Employee is to submit their travel expenses including motel room, per diem eating expenses, etc. via. <i>Travel Expense Voucher</i> to receive reimbursement for training costs if the employee did not receive a travel advance. If the travel advance amount did not cover the actual expenses, the employee will submit the <i>Travel Expense Voucher</i> to indicate the difference. If the employee was given a travel advance and the actual training costs were less than the amount received, the employee will make arrangements to reimburse the Department the difference. | Employee Receiving Training |
| 11. If the employee completes any training outside the normal Department channels (i.e. reading, training received outside of the Department and job that is applicable to their job duties, watching video tapes, etc.), employee submits the <i>Independent Study Report</i> and submits it to the supervisor for approval/disapproval. | Employee Receiving Training |
| 12. Approves/disapproves the independent study | Regional Administrator |

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training. Forwards *Independent Study Report* to the Bureau Chief for review.

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| 13. Forwards <i>Independent Study Report</i> to the training unit for entry on the employees training record. | Bureau Chief/CCD Training Officer |
| 14. Regional Administrators will be given an annual printout of employees training records midyear. Records are maintained by the fiscal year. | Training Unit |
| 15. Responsible for completing required training hours. | Employee |
| 16. Responsible for employee compliance. | Regional Administrator |

- V. **CLOSING:** Questions concerning this procedure shall be directed to the Probation and Parole Bureau Chief or the Training and Staff Development Unit.

Forms

Training Request Form
Travel Expense Voucher
Independent Study Report